GOVERNMENT OF INDIA
COMMERCE AND INDUSTRY
LOK SABHA

UNSTARRED QUESTION NO:23
ANSWERED ON:26.02.2008
EXPORTERS GRIEVANCE REDRESSAL CELL
Sippiparai Shri A. Ravichandran

Will the Minister of COMMERCE AND INDUSTRY be pleased to state:

(a) whether an Exporters' Grievance Redressal Cell(EGRC) to monitor specific complaints from exporters for quick redressal is available with the Government;

(b) if so, the details thereof; and

(c) the details of the complaints received and disposed of by the EGRC during the last three years?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF COMMERCE AND INDUSTRY (SHRI JAIRAM RAMESH)

a) & b) In order to facilitate speedy redressal of grievances of Trade & Industry, a grievance redressal mechanism has been put in place in the form of GRC (Grievance Redressal Cell) by a Government Resolution.
Government is committed to resolving all outstanding problems and dispute pertaining to past policy periods through GRC set up on 27.10.2004, for condoning delays, regularizing breaches by exporters in bonafide cases, resolving disputes over entitlements, granting extensions for utilization of Authorizations.
The Chairman of Grievance Redressal Committee is Additional Secretary of Department of Commerce and is assisted by two Joint Secretaries one from Department of Commerce and the other from Department of Industrial Policy & Promotion as Members of the Committee.

c) During the year 2005-2006, 2006-2007 & 2007-2008 we have received 383, 211 and 85 representations respectively which have been disposed off by Grievance Redressal Cell.